

Grants Administrator (Full Time)

Job Role 2026

Grants Administrator

Role Overview

The Grants & Operations Administrator plays a key role in ensuring the smooth and efficient running of Essex Community Foundation (ECF). This collaborative position sits within our busy grants team and contributes to the continued development of our operations. The role focuses on two key areas: **grantmaking administration** and **the Foundation Hub**. Across those areas, you will engage with a wide range of stakeholders, both in person and through digital channels, demonstrating consistently high standards of customer care.

You will provide high-quality administrative support to our grants function, helping the team deliver ECF's annual grantmaking efficiently and effectively. You will ensure that information is accurate, timely, and accessible. In doing so, you will help the team provide an exceptional level of service to all our stakeholders as the Foundation continues to grow.

You will be a central point of contact for our grant partners and will oversee the administration and daily bookings for our Foundation Hub.

This is a varied and rewarding role that involves working alongside staff and volunteers, managing a range of administrative tasks to a high standard, and contributing to continuous improvement across the organisation. You will be highly organised, self-motivated, and able to prioritise your workload with minimal supervision, demonstrating strong attention to detail, professionalism, and a proactive approach to problem-solving.

Reports to: Senior Grants Manager

Direct reports: None

Location: Chelmsford, Essex (this is an in-office role)

Salary: Grade B1

Contract Type: Full-time, Permanent

Pension: ECF contribution of 8%

Annual leave: 25 days pa. plus, statutory holidays and additional leave over Christmas

Key Responsibilities and Tasks:

1. Maintain excellent working relationships with voluntary and community groups, providing contact for information and advice about the Foundation's funding programmes and application process.
2. Monitor the day-to-day contact and enquiries with grant applicants, and provide efficient and effective administrative support, to the grants team in all aspects of our grantmaking.
3. Manage and update Grants data on the Foundation's CRM system, Salesforce, and generate relevant reports and information.
4. Provide an excellent service and experience as a key point of contact for all visitors to the Foundation's offices and users of the Foundation Hub.
5. Assist with the grant application and award process, including the preparation of emails, information and reports and other tasks from our CRM system (Salesforce) for internal and external use.
6. Provide support to visitors to the Foundation's office in Chelmsford and assist with enquiries via telephone, email, post and forward or respond as appropriate.
7. Ensure that all End of Grant reports are received on time, reviewed, and written up on Salesforce.
8. Assist with meetings and events as required, some of which may fall outside of regular office hours.
9. Develop and maintain effective communications with other members of staff and trustees.
10. To accept other responsibilities and activities that may present themselves to ECF, subject to them falling within the experience and remit of the post.
11. The Grants Administrator will work within and conform to the Foundation's policies, including the Equal Opportunities Policy.



Skills and Experience Required

- IT literate across a range of applications including Office 365.
- A good level of numeracy skills.
- Accuracy and attention to detail.
- Excellent interpersonal, communication and customer service skills.
- Polite and professional telephone manner.
- Passion for supporting local communities and charitable initiatives.

Why Join Us?

At Essex Community Foundation, you'll be part of a team dedicated to making a real difference in Essex. This role offers the opportunity to shape the Foundation's voice, engage with inspiring donors, and contribute to meaningful projects that strengthen communities.